

IMPLEMENTATION OF BLUEZONE TERMINAL EMULATION SERVICE

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To provide a solution for ITS customers requiring secure terminal emulation capabilities between PCs and the mainframe or other servers, ITS and other State agencies have purchased licenses for BlueZone Terminal Emulation software. BlueZone is capable of secure (SSL) 3270 emulation, VT emulation, and FTP.

To install and run BlueZone, point your browser to <http://bluezone.state.ut.us> and click on the link for your agency and you will be taken to your specific launch page. You will then be taken to a page where you can click on the display session (Mainframe, VT, or FTP) and the software will be loaded and started on your local PC. An uninstall program will also be loaded with the software. It will uninstall all program and configuration files as well as registry keys for BlueZone.

Answer to Frequently Asked Questions

What does it cost?

ITS in coordination with USUG reviewed a number of emulator products. ITS purchased a bulk number of licenses (5,000) to be used by State agencies. This reduced the cost to agencies by eliminating the need to buy individual licenses. The current cost is \$25 per license, plus \$5 for annual maintenance. The license is concurrent but metered by agency. You will not be able to go beyond your purchased license count.

Is it mandatory?

BlueZone is not mandatory, but it is recommended. (It is easier to support one product used by all agencies.) What is required is a TN3270E emulator that supports encrypted mainframe session. If your agency accesses data that is regulated by HIPPA, IRS, or other federal mandates, it needs to be encrypted when transmitted across the State network. BlueZone uses SSL to encrypt your mainframe session. Over time, all access to critical systems will move this way (3270, FTP, etc.).

When do I need to switch?

You can start using the product now. You should coordinate with your agency's security or LAN staff to make sure that your agency has purchased the necessary licenses. It will take a while for agencies to make the switch, and they can move at their own required pace, within reason. Most agencies are currently testing the product and creating a migration plan.

Are you going to shut off access to other products?

No. Long term plans included closing Telnet Port 23 to the mainframe and other systems at the Internet firewall. This will require external access to the mainframe to use a product like BlueZone that supports SSL encryptions. The timeframe for this has not been established and will depend on agency adoption of the BlueZone emulator.

How do I buy license?

To purchase new or additional licenses of BlueZone, your authorized agency personal can contact Elaine Oaks in ITS (via email) with the number of licenses needed.

How many licenses does my agency have?

Authorized agency personal can contact Elaine Oaks to get current license numbers.

Will I get billed for the Novell product?

If the authorized agency person does not notify ITS (Elaine Oaks) to cancel their Novell maintenance, and switch to BlueZone, the agency will continue to be billed quarterly for the Novell product.

Who do I contact for Support?

Agencies should provide the first level of customer support for their users. If a connection to the mainframe cannot be made, users can contact ITS Customer Support at 538-3440. If a user cannot connect to the BlueZone Web site they should also contact ITS Customer Support. ITS will support the BlueZone Web server. Agencies making repeated requests for support may be billed.

What if I want to make a change to my department's configuration?

Only authorized security personal may request a configuration change for an agency. The software allows individual users to configure keyboard and other customized options. To make agency wide changes the agency's Security person should call ITS Customer Support at 538-3440 and ask for a change to the BlueZone configuration. A ticket will be assigned to the ITS Security Office and someone will work with the agency to make the changes.

Other questions can be emailed to dsecurity@utah.gov .